Business Intelligence and the PMA

Driving Performance Improvement

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BI, DW, and Performance Management Introduction

- What is Business Intelligence?
 - Business information
 - Business analyses
 - Structured decision-making
- What is a Data Warehouse?
 - Integrated, historical information about business performance
 - It's the "plumbing" that enables business intelligence.
- Bl and DW are about Performance Management

BI, DW, and the PMA Background

- PMA reinforces legislation and regulations aimed at government performance management and improvement:
 - GPRA,
 - GMRA,
 - CFO Act,
 - FFMIA,
 - JFMIP,
 - FASAB SFFAS No. 4,

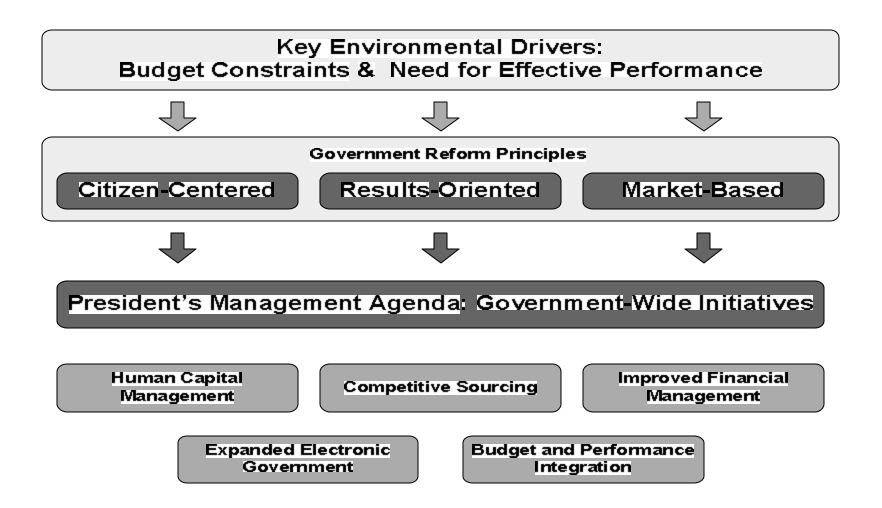
In a survey of government business and technical professionals, respondents were asked to *choose which issues were driving their Bl/DW initiatives:*

- 51.4% Improved Financial Performance
- 48.6% Budget & Performance Integration
- 40.0% GPRA
- 40.0% Expanded Electronic Government

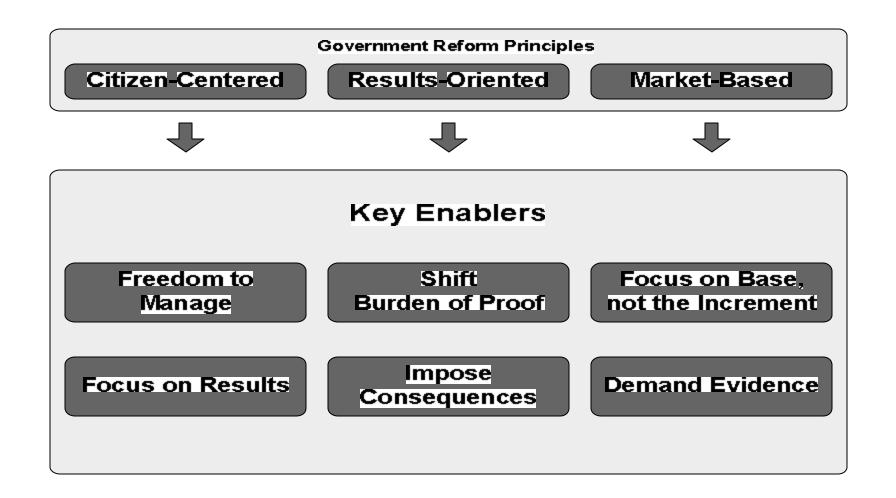
Source: DecisionPath Consulting

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BI, DW, and the PMA Key PMA Objectives



BI, DW, and the PMA Key PMA Enablers



BI, DW, and the PMA The Business Case

Improving Government Performance: Information, Analyses, and Decision Support

Citizen-Centered

Results-Oriented

Market-Based

Human Capital Management

Competitive Sourcing

Improved Financial Management

Expanded Electronic Government

Budget and Performance Integration Service to citizens metrics and trend analyses; citizen survey results over time; scorecards for service to citizens initiatives

GPRA and PART data over time; program improvement metrics – outputs and outcomes; productivity metrics

Full cost of agency service delivery and/or outputs; cost trends overtime; comparative costs with private industry

Trend data about numbers of management vs. front-line positions; trends data about hiring cycle times

Full cost of agency service delivery and/or outputs; cost trends overtime; comparative costs with private industry

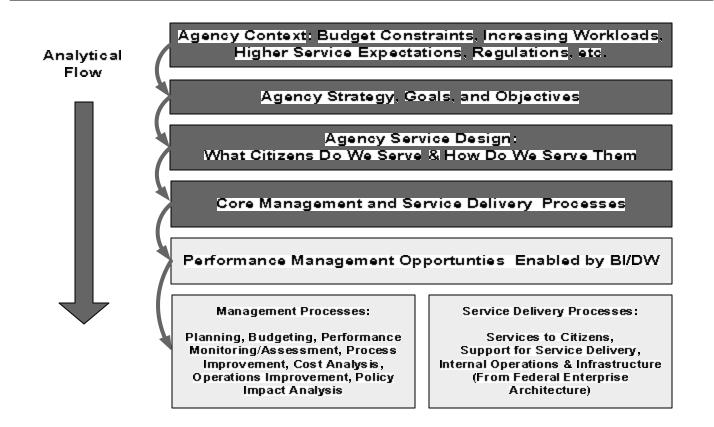
Trend data re erroneous payments; financial performance metrics; integrated financial and performance data; cost data

Operating cost trends; citizen service trends; process improvement metrics

Program performance and cost trends; scorecards for performance improvement initiatives; PART results

BI/DW Methodology & the PMA Better Methods for Better Results

Government-Centric BI/DW Development Methodology



BI, DW, and the PMA *Improved Financial Management*

Agency Context: Budget Constraints, Increasing Workloads, Higher Service Expectations, Regulations, etc.

Agency Strategy, Goals, and Objectives

Agency Service Design:
What Citizens Do We Serve & How Do We Serve Them

Core Management and Service Delivery Processes

Improved Financial Management: Opportunities Enabled by BI/DW

Management Processes:

Metrics about performance in reducing erroneous payments; reengineered reporting processes; metrics about agency financial systems' ability to meet OMB and Treasury requirements; financial reporting metrics

Service Delivery Processes:

Integrated financial and performance reporting for services and/or programs; real cost and performance of programs; trends in reductions in erroneous payments

BI, DW, and the PMA Expanded Electronic Government

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Core Management and Service Delivery Processes

Expanded Electronic Government: Opportunities Enabled by BI/DW

Management Processes:

Channel cost metrics: electronic channels versus traditional service delivery channels; productivity improvement metrics; process improvement metrics; metrics readoption of electronic processes

Service Delivery Processes:

Service to citizens metrics; operating cost trend data; program performance data

BI, DW, and the PMA Budget & Performance Integration

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Core Management and Service Delivery Processes

Budget and Performance Integration: Opportunities Enabled by BI/DW

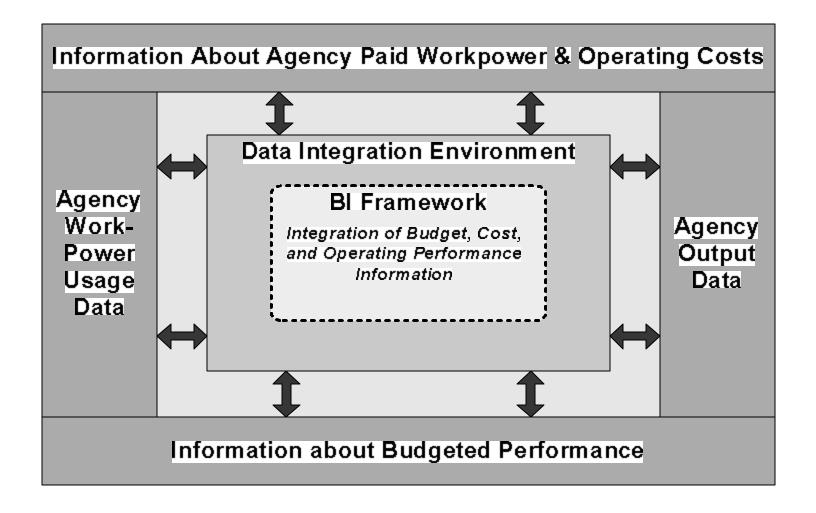
Management Processes:

Budget formulation and justification; resource planning; productivity analysis; process improvement analysis; investment analysis; channel analysis; workpower analysis and profiling; cost analysis

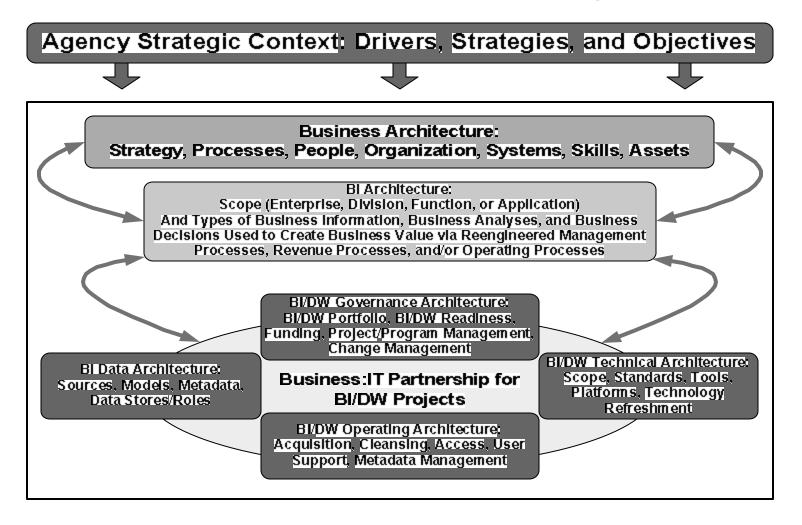
Service Delivery Processes:

Workload planning & control; workforce utilization; process improvement; productivity management

BI, DW & the PMA Case Example Budget & Performance Integration



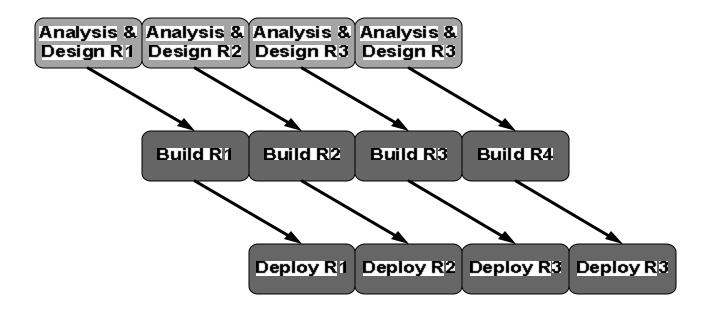
BI, DW & the PMA Formulating a Roadmap



BI, DW & the PMA Formulating a Roadmap



Time-Boxed Iterative Releases

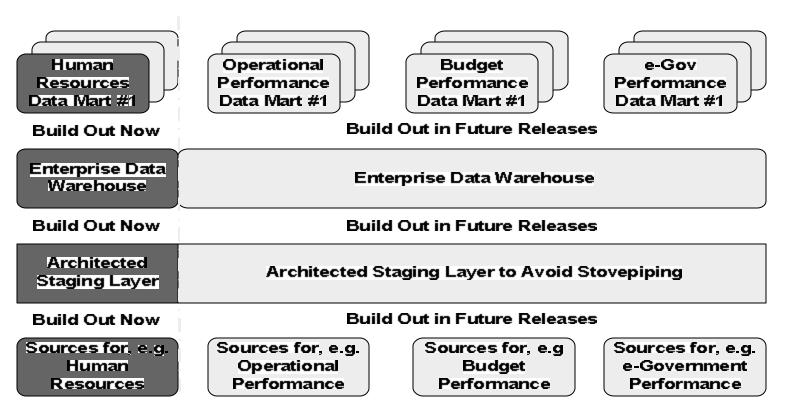


BI, DW & the PMA Formulating a Roadmap

BI Requirements:

Business Information, Business Analytical Tools, Business Decisions

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BI, DW & the PMA Common Roadblocks to Success

- Lack of business-driven strategic vision and roadmap
- Underinvestment in requirements
- Legacy IT systems vs BI/DW methods and approaches
- IT resistance to technical change
- Business resistance to process change
- Data integration challenges

BI, DW, and the PMA Summary

- Improved government performance requires better information, analytical tools, and decision support tools
- BI and DW are the appropriate technologies in many cases
- Government-centric BI/DW development methodologies work